

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT				1. CONTRACT ID CODE	Page 1 of 2
2. AMENDMENT/MODIFICATION NO. 0001	3. EFFECTIVE DATE 01/25/2007	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)		
6. ISSUED BY Office of Finance & Procurement 327 Ford Bldg. Washington, DC 20515		CODE OFF	7. ADMINISTERED BY (If other than Item 6)		CODE
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and Zip Code)			(X)	9A. AMENDMENT OF SOLICITATION NO. OPR07000014	
			(X)	9B. DATED (SEE ITEM 11) 12/28/2006	
				10A. MODIFICATION OF CONTRACT/ORDER NO.	
				10B. DATED (SEE ITEM 13)	
CODE			FACILITY CODE		

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

- ☒ The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers ☐ is extended, ☒ is not extended.
- Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:
- (a) By completing Items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

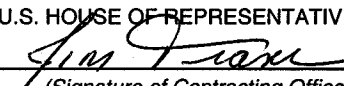
**13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS.
IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.**

CHECK ONE	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
<input type="checkbox"/>	
<input type="checkbox"/>	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14.
<input type="checkbox"/>	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
<input type="checkbox"/>	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor ☒ is not, ☐ is required to sign this document and return _____ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)
Answers to questions submitted and discussed at January 16, 2007 pre-proposal meeting.

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) James Tiani	
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. U.S. HOUSE OF REPRESENTATIVES BY 	16C. DATE SIGNED 01/25/2007
(Signature of person authorized to sign)		(Signature of Contracting Officer)	

Maintenance Provider RFP OPR07000014

1. Are the Maintenance Support (OPR07000014) and Correspondence Management Systems (OPR07000017) efforts new requirements or re-compete contracts?

Answer: New

2. If these efforts are a re-compete, can you share who the incumbent contractor(s) are?

Answer: N/A

3. Will your acquisition strategy include small business participation?

Answer: No

4. Will a bidder list be posted?

Answer: No

6. Prior to the industry days Jan. 16th and 17th will there be an opportunity to submit or ask questions concerning the efforts at hand?

Answer: Yes as evidenced by your submission of these questions.

7. How many awards are anticipated?

Answer: Will not know until all received proposals are evaluated and a recommendation is made.

8. What will be the process by which House offices will select vendors from the list of awardees?

Answer: See section M of the Request for Proposal.

9. Can information be provided that shows the amount of calls received, the type of calls, the amount of calls that require dispatch, etc?

Answer: No

10. What is the estimated value?

Answer: Unable to answer this question, proposals have not been received.

11. Is the government designing and managing the images?

Answer: No

12. Will the standard service price structure be T&M? If not, what is the price structure?

Answer: Depends what contractors propose.

13. Does the government provide the backed-up data for restores?

Answer: No

14. the Contractor will verify that the fix has been applied to all supported systems within 48 hours of receiving notification from The HIR." Will the government be pushing the actual patches and fixes to the infrastructure? Will the government be performing integration and compatibility testing for all patches and fixes?

Maintenance Provider RFP OPR07000014

Answer: Contractor is responsible

15. Is the government responsible for providing all software licenses?

Answer: House provides upgrades

The government is responsible for providing all software licenses whether from the Member office or the House. The House does provide a site license for Trend Anti-Virus, Microsoft Office suite (right to upgrade), Windows desktop (right to upgrade), Quick view Plus, and MAC Virex anti-virus.

16. Reference H.3 HC.8.003, page 22: District Offices periodically may require onsite service by local break/fix technicians. Is notification to the office that vendor personnel has not been cleared sufficient to meet this requirement?

Answer: Believe error in wording of question

17. Reference C.1 B. Statement of Objectives, page 5: Is the Maintenance Provider required to provide any support of hardware, software and/or communications installed at the ACF for Member offices?

Answer: No

18. Reference C.1 C. Comprehensive Software & Hardware Services, page 5: Item #3 calls for the Systems Integrator to ensure that all equipment is secured in accordance with proper security checklists. Are vendors required to retrofit security settings post-installation to accommodate updates to the security checklists?

If Yes to the above question;

Answer: Yes

19. What is the maximum number of times per year the System Integrator will be required to modify existing servers or workstations to comply with the current Security & Policy requirements? Past history of changes to the policies would indicate one time per year would be a realistic requirement.

Answer: There is no maximum. We consider impact on maintenance vendors when we modify policies and once per year is a reasonable expectation. However, this may change as security needs require.

20. How soon after notification is a SI Vendor expected to modify existing covered equipment to comply with the current Security & Policy requirements?

Answer: Minimum 90 days. Time negotiable based on urgency of need.

21. Reference C.1 C. Comprehensive Software & Hardware Services, page 5: Item #2 calls for the Systems Integrator to apply Operating System and Application updates. Is the installation and setting of Microsoft Automatic Updates sufficient to meet this requirement?

Answer: Yes

22. Reference C.1 C. Comprehensive Software & Hardware Services, page 5: Please provide security checklist referenced in item #3.

Maintenance Provider RFP OPR07000014

Answer: Error it is item 4 in the attachments Section J

23 Reference C.1 C. Comprehensive Software & Hardware Services, page 6: Item #6 requires SI Vendors to install appropriate anti-virus software. Is the vendor required to perform any services after the initial installation?

Answer: Yes

24: Reference F.6, Payment for Non-Performance, page 15-16: What is the definition of "total contract cost"? Is this calculated on a per office basis? Is it the total 100% of the awarded value or 100% of the invoiced value to date?

Answer: Would be dollar amount of individual contract with Member Office

25. This section makes reference to the House Supported Software List. Is there also a House Supported Hardware List? If so, where may this list be reviewed? How are items added and removed from this list?

Answer: Yes. Can be found of housenet.house.gov

26. It is expected that the contractor will provide acquisition services wherein the office may purchase hardware and software through the Contractor? This approach would permit the contractor to provide comprehensive services to the office.

Answer: Yes

27. Is it anticipated that the Contractor will have a separate contract with each office?

Answer: Yes, details of process will be provided to awardees

28. This section stipulates a possible penalty of 1% of the total contract cost per day for non-performance. Does this mean, for example, that a service that is a day late may incur a charge of 1% of the total contract cost with the House, 1% of the services to be provided to that office, or some other metric?

Answer: No

29. Will the House entertain a comprehensive approach that would provide economies of scale and standardization for a group of House offices?

Answer: The contractor is the driver of this service. Each member will choose whom they wish to do business with.

30. Is the House interested in a support that provides verification of tape backups and can advise the office with regard to technical and IT management issues? This function can also serve as a technical liaison between the offices and the House IT infrastructure.

Answer: Yes

31. What physical space, telecom, etc. is available to the Contractor in the performance of this contract?

Maintenance Provider RFP OPR07000014

Answer: That is between each Member Office and Contractor

32. Does the House use a trouble ticket tracking system such as Peregrine Service Center? If so, what is the expected Contractor use of the system? If not, will the House entertain use of such a system?

Answer: The House uses the REMEDY customer tracking system. Including vendors in the use of the system is a future possibility.

33. Is there a requirement for the Contractor to be certified/registered with a quality system such as ISO 9001:2000, or for training in such relevant quality capabilities as ITIL?

Answer: No

34. Request states that it is at the sole discretion of each House office to "purchase" services under this contract. Currently how many offices in DC and Nationwide are using these services under the current contract?

Answer: Not germane to Statement of Objectives

35. Is there a standard image or template that is currently used that adheres to House security guidelines when installing new workstations or servers? Is there a customized image or template for each office?

Answer: No

36. Currently how many IT service providers (technical support) are there during normal business hours 8:30am-6pm?

Answer: Including CAO IT support staff, 5 System Integrators, 2 maintenance providers, and 2 vendors providing System Administration Support.

37. Regarding like-for-like exchange, if a hard drive is exchanged, how is the data being removed? Does the House require a certain type of data removal/destruction?

Answer: A DOD level wipe is recommended.

38. What level of training is required? Basic level or in-depth classroom-type training? Depending on the type of training, this could encompass a lot of time and staff hours. Should Installations and training be separate?

Answer: Up to the contractor

39. Where does the Contractor's responsibility for office support stop? Specifically regarding problems that are network-based.

Answer: At the point a proper diagnosis has determined it is outside the contractor's responsibility to resolve the issue.

40. If the office installs software that is not on the House supported list and it causes issues with the operation of the PC or its approved applications, what is the responsibility

Maintenance Provider RFP OPR07000014

of the Contractor to correct the problem? If the office insists on the installation of non-approved software does this negate the support requirement for that device?

Answer: The maintenance provider may provide a supported software list in addition to the House supported software list. The resolution of any problem as a result of a non-supported software item may be a billable item. The burden of proof is on the contractor.

41. Does the House provide any enterprise licenses for software?

Answer: Yes

42. How are current software licenses managed?

Answer: The House tracks software licenses that are purchased under enterprise agreements with software vendors.

43. At what level will the Contractor be provided administrator rights to perform its duties?

Answer: The contractor should inform perspective customers of the necessary level of permissions required to perform their duties. Permissions are ultimately determined by the office, but must not be in conflict with House policies.

44. What are the House Information Resources data replication services and what specific support is requested by the House?

Answer: the House employees EMC Replistor and the vendor is responsible for managing and troubleshooting the setup, configuration, and management. The House will provide instructions on configuring and managing the Replistor service.

45. Throughout the RFP, the House discusses numerous reference documents. Will the Contractor have access to those documents prior to submission of the proposal?

Answer: Unable to answer due to lack of specific's.

46. What are the current models of support to the House offices that the House considers successful?

Answer: Not germane to Statement of Objectives.

47. Will devices be excluded from the Contractor support requirement if they were not functional at the time of the House office award?

Answer: That is up to contractor

48. Will the Contractor be provided a walk through for each office prior to developing a cost for that office? Offices with 25 PC's support requirements are significantly different than ones with 125 PC's.

Answer: There will be a reasonable effort to provide the contractor with the necessary information regarding the office equipment inventory and condition.

49. Once an Office support begins, is the Office awarded contractor the exclusive support for that office?

Maintenance Provider RFP OPR07000014

Answer: No. Offices have the option to identify which office locations and equipment is serviced by what vendor. .

50. In the case of a catastrophic event in the office (i.e.fire), what is the Contractor's limit of responsibility?

Answer: The House will determine the extent of support required based on the incident.

51. Are the offices able to add any service support requirements to the contract?

Answer: No.

52. The only hardware mentioned is laptops and desktops. Are there any other equipment service requirements?

Answer: Yes, includes, but is not limited to printers, multi-function devices, scanners, PDAs, digital senders, tablets, and servers.

53. The Section B. Technical support includes training... . In Section C training in systems use and administration. Please specify the type and scope of training?

Answer: Basic training on the use and administration of the covered equipment should be considered as part of the core contract. The vendor must stipulate the levels of training support.

54. Please define "data replication service."

Answer: see question 44.

55. Removed parts become property of the Contractor. There is no acquisition element in this RFP. Where is the acquisition costs for the replacement parts recovered by the Contractor? How does the Contractor get "loaner" equipment. Is there a pool of equipment or initial setup costs reimbursed?

Answer: The House does not offer a pool of equipment. The vendor must offer a solution for loaner equipment. "What you provide in must be of equal or greater capability."

56. Does the House have/allow remote access (PC Anywhere) to meet the timelines?

Answer: The House uses NetMeeting.

57. Contractor must provide a statement of compliance. With multiple awards under this contract, is there a mechanism to ensure compliance between suppliers? What is the tracking mechanism?

Answer: Not germane to Statement of Objectives

58. Will the House provide any working space for contractors?

Answer : No

59. What percentage of offices are expected to use the services under this contract?

Maintenance Provider RFP OPR07000014

Answer: Not germane to Statement of Objectives

60. How do contractor determine our responsibility and response time if the problem is the network but looks like the PC. Who spells out the rules of engagements with the network team? Is there a define process in place allows the service and support team to interface with the other technical teams, for escalation and technical resolution of issues that may surface as hardware issues but be symptomatic of network, database or other problems?

Answer: The vendor must have adequate expertise to diagnose the problem and make every effort to provide a solution. If the problem involves infrastructure services or is outside the vendor's responsibility, processes are in place for escalation to the CAO.

61. Is there an expectation of a response time for problem resolution if so what is it?

Answer: This information is contained in the Statement of Objectives.

62. Is there an existing asset database that contains a complete inventory of all of the hardware/software that will need to be supported?

Answer: Yes

63. Will vendors be provided a copy?

Answer: No

64. Can the House provide a supported items list? How many desktops / laptops / servers / printers does each district office contain?

Answer: The House has established minimum supported equipment standards. This information was attached to the statement of objectives.

65. How many leadership and House support offices are there and how many desktops / laptops / servers / printers do they contain?

Answer: Not germane to Statement of Objectives.

66. .Would the House provide a list of all state offices—addresses and inventory to be supported in each?

Answer: This information can obtain that information on public sites

67. Can more detailed information be provided for the supported equipment (i.e. manufacture make and model numbers for all supported equipment, detailed inventory)?

Answer: No

68. House Asset management – Is there a current process for asset management? Will contractor be granted access to update database or do we just deliver paper and we have to log we deliver paper.

Maintenance Provider RFP OPR07000014

Answer: Paper log

69. Will the House provide additional historical service information such as:

- Avg. number of calls per day
- Avg. resolution time per call.
- Avg. number of escalations.

Answer: No

70. Will the House verify that all machines have necessary and appropriate licensed?

Answer: No. The Member office manages and is responsible for verification of software licenses outside of site licensed software provided by the House.

71. Reference: p 9 of 32. Please provide additional clarification on the Congressional transition? : ie

- Historical call increase
- Frequency
- Process for determining how many resources you will need and how long you will need them
- Is there a CAP to the amount of payment for non-performance (penalties) or is it unlimited?

Answer: No

72. Is there a cure period before liquidated damages begin to accrue?

Answer: Not germane to Statement of Objectives

73. Please confirm that the unit contractor's will provide as loaner for a failed unit ours comes from the contractor design pool and not from the House inventory.

Answer: Responsibility of Contractor

74. Will we have to provide replacement equipment from the same manufacture eg. An apple with an apple.

Answer: Yes – It has to be like equipment of equal or greater capability.

75. Are all resources required to be US citizens?

Answer: Must be able to pass background check

Maintenance Provider RFP OPR07000014

76. Ref page 22 para 43. Are the capital police going to screen the resources for the field offices?

Answer: Not yet been determined.

77. Are there Data retention requirement if so please define.

Answer: Yes, as it relates to data backups, the CAO provides best practices for House offices depending on their back up solution.

78. What is the process for providing multi-vendor warranty support?

Answer: The maintenance vendors are responsible for managing warranty service for the office regardless of manufacturer.

79. Does the Organizational Unit Management (OU) Recommended Practices tie directly into the active directory? P-33

Answer: Yes.

80. What is the methodology for determining SLA performance (p.19, G-7)

Answer: Not germane to Statement of Objectives.

81. Who are the current suppliers?

Answer: Not germane to Objectives

82. Section B please provide specific guidance as to what is being required, in order for vendors to provide information that can be competitively evaluated you must identify what everyone is bidding on.

Answer: The Statement of Objectives identifies this. Section M identifies evaluation factors

83. Are there any page limitations?

Answer: No.

84. Is the House requesting resumes for all personnel who will support this effort or just the Program manager? This is not a reasonable request.

Answer: Yes – Resumes are expected from key personnel.

Maintenance Provider RFP OPR07000014